



# **JOINT PROGRAM MANAGEMENT OFFICE FOR HOUSEHOLD GOODS SYSTEMS (JPMO HHGS)**

## **DEFENSE PERSONAL PROPERTY SYSTEM (DPS)**

### **INTERACTIVE VOICE RESPONSE (IVR) SYSTEM REFERENCE GUIDE**

#### **DoD CUSTOMER EDITION**

**September 28, 2007**

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Contract Number: W81GYE-04-C-0035  
Contractor Task 2.2.8, Performance Objective No. 13  
Document Control Number (DCN) 2695001-3B-228-D1-016

## Document Change History

The following is a history of changes to versions of this reference guide for the Defense Personal Property System (DPS).

Date	Version	Change Description
09/28/2007	01	Initial Draft.

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## **1 INTRODUCTION**

The purpose of this reference guide is to describe the Interactive Voice Response (IVR) System for accessing the Defense Personal Property System (DPS) shipment information using a telephone, and provide instructions on how to use it.

Internet access is the primary means that a Department of Defense (DoD) customer uses to access shipment information. In the absence of ready access to the Internet, the IVR System allows voice/telephone access to retrieve current shipment information and status. It is intended that the IVR System be used as an optional access tool, and the functionality available is a very small subset of what users can accomplish via the Internet.

To access the IVR System, DoD Customers dial a toll-free telephone number, enter their Social Security Number (SSN) as an identifier, and if it is the first time logging in, create a four-digit Personal Identification Number (PIN) for future use. Once logged into the system, they are provided a list of all of their shipments that are currently being processed in DPS, and can select any of those shipments.

After the DoD Customer selects a shipment, the location and status of the shipment are provided. For example, a customer traveling internationally with Household Goods (iHHG) and Unaccompanied Baggage (iUB) would call the toll-free number. The system notifies them that they currently have two shipments being processed; one iHHG and one iUB. After selecting the iHHG shipment, the customer is told that the shipment is currently in destination storage and the storage location is provided.

In addition, the system checks for potential excess cost. If the customer has potential excess cost, they are alerted and directed to DPS or the local Personal Property Shipping Office (PPSO) to obtain further information.

## 2 USER INSTRUCTIONS

To access information regarding your shipments, perform the following actions:

**Note:** The actions below assume this is the first time that you have accessed the system.

Dial the toll-free telephone number provided by Military Surface Deployment and Distribution Command (SDDC) <b>1-800-326-2137</b>	Welcome message plays. You are directed to enter your Social Security Number (SSN) or Employment Identification Number (EIN).
Enter your SSN/EIN	<p>If you enter your SSN/EIN correctly, the system responds with “Hello (Customer Name)”.</p> <p>If you enter your SSN/EIN incorrectly, the system responds with, “Sorry, we were unable to locate this identification number in our records. Could you please re-enter your nine-digit identification number.”</p> <p>Note: After three invalid attempts, the system responds with, “Sorry, you have not entered a valid identification number. Please try again when you have a valid number,” and you will be disconnected.</p>
Enter a four-digit passcode	<p>After the system verifies your SSN, it plays the following messages: “Hello, you have not set your four-digit voice passcode. We will need to set this now before continuing.”</p> <p>“Please enter your new four-digit voice passcode, and then enter 1 to save the passcode in the system.”</p> <p>“Your new voice passcode has been set. You will use this passcode for all future access to this system. You can view or update this passcode at any time from the Shipment Management tab in DPS.”</p> <p>If the passcode is not correct, the system will say “Hello, you have entered an invalid Passcode”.</p>
Information Selection	<p>Once your passcode has been set, the following message plays:</p> <p>“Main Menu. Please enter ‘1’ for information about your current shipments, or enter ‘2’ for base or installation information.”</p>
<b>If you select “1”</b>	<p>“You have (X) shipments currently in progress. Please select the number for which you would like to retrieve the information and status. For example, to select shipment one, enter ‘1’”.</p> <p>Note: Each current shipment is listed in the following format:</p>

ACTION	RESULT
	Shipment one is a ( <i>domestic household goods</i> ) shipment picking up from ( <i>city, state</i> ) and going to ( <i>city, state</i> ). Shipment two is a ( <i>international household goods or unaccompanied baggage</i> ) shipment picking up from ( <i>city, state</i> ) and going to ( <i>city, state</i> ).
<b>Messages that play</b>	
If there is potential excess cost	“It appears that your shipment(s) may have incurred excess cost. For more detailed information, either log in to the DPS website and access the Shipment Management tab or contact your local Personal Property Processing or Shipping Office representative. If you need Personal Property Processing or Shipping Office contact information, return to the main menu and select option 2.”
If status is still in counseling	“This shipment is still in the counseling phase. Check back at a later time.”
If status is routing or Transportation Operational Personal Property Standard (TOPS) System Send/Sent	“This shipment is currently being processed by your local Personal Property Processing or Shipping Office representative. Check back at a later time.”
If status is offering	“This shipment has been routed, and the shipment mode of transportation has been selected as X. The estimated transit time is not specified at this time.”
If status is booking	“This shipment has been awarded to ( <i>TSP Name</i> ). The transportation provider will be contacting you shortly to confirm the packing and pickup, as well as to perform a premove survey. The estimated transit time is expected to be ( <i>X</i> ) days.”
If status is booked and premove survey is done	“The shipment premove survey has been completed. The planned pickup date is ( <i>X</i> ), with an earliest pack date of ( <i>Y</i> ). The estimated weight for the shipment is ( <i>Z</i> ) pounds.”
If status is picked up/in transit	“The shipment was picked up on ( <i>Xdate</i> ), and has an actual net weight of ( <i>Y</i> ) pounds. It is currently in transit to the destination.”
If status is in Storage in Transit (SIT) @Origin	“This shipment has a net weight of ( <i>X</i> ) pounds and has been placed in temporary storage on ( <i>Ydate</i> ) at the origin location. Temporary storage is authorized for up to 90 days. The storage warehouse is located at ( <i>warehouse name, street, city, zip</i> ).”
If status is arrived	“This shipment has a net weight of ( <i>X</i> ) pounds and arrived at the destination on ( <i>Ydate</i> ). The transportation provider will be contacting you soon to schedule delivery.”
If status is split arrival	“A portion of this shipment has arrived at the final destination on ( <i>Ydate</i> ). The remainder of the shipment is expected to arrive soon. The transportation provider will be contacting you soon to schedule delivery.”
If status is in SIT@Destination	“This shipment has been placed in temporary storage on ( <i>Xdate</i> ) at

ACTION	RESULT
	the destination location. Temporary storage is authorized for up to 90 days. The storage warehouse is located at ( <i>warehouse name, street, city, zip</i> )."
If status is terminated/cancelled	"This shipment was cancelled on ( <i>Xdate</i> )."
<b>If you select "2"</b>	The system will give the option to select Origin Installation, Destination Installation, and return to Main Menu  Select 1 for Origin Installation  Select 2 for Destination Installation  Select 3 for Main Menu
Retrieve Origin Installation Data	"To retrieve origin installation data such as phone number, fax number, or email, enter '1.'"  "To retrieve destination installation data, enter '2.'"  "To return to the main menu, enter '3.'"
If origin or destination information is selected  <b>Note:</b> DSN = Defense Switched Network	"The ( <i>origin/destination</i> ) installation is ( <i>installation name</i> ). The phone number is ( <i>X</i> ) and the DSN number is ( <i>Y</i> ). The fax number is ( <i>X</i> ) and the DSN fax number is ( <i>Y</i> ). The email address is ( <i>Email address</i> ). To repeat this information, enter '1.'"

**APPENDIX A    ACRONYMS**

<b>Acronym</b>	<b>Description</b>
<b>HHG</b>	Household Goods
<b>DoD</b>	Department of Defense
<b>DPS</b>	Defense Personal Property System
<b>DSN</b>	Defense Switched Network
<b>EIN</b>	Employment Identification Number
<b>UB</b>	Unaccompanied Baggage
<b>iHHG</b>	International Household Goods
<b>iUB</b>	International Unaccompanied Baggage
<b>IVR</b>	Interactive Voice Recognition
<b>JPMO</b>	Joint Program Management Office
<b>PIN</b>	Personal Identification Number
<b>PPPO</b>	Personal Property Processing Office
<b>PPSO</b>	Personal Property Shipping Offices
<b>SDDC</b>	(Military) Surface Deployment and Distribution Command
<b>SIT</b>	Storage in Transit
<b>SSN</b>	Social Security Number
<b>TOPS</b>	Transportation Operational Personal Property Standard System
<b>TSP</b>	Transportation Service Provider
<b>USTRANSCOM</b>	United States Transportation Command